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ABSTRACT

Supporting performance objective 70 of the V-TECS (Vocational-Technical Education Consortium of States) Secretarial Catalog, both a set of student materials and an instructor's manual on sending telegrams and cablegrams are included in this packet. (The packet is the third in a set of four on performing receptionist activities--CE 016 935-938.) The student materials include a pretest, information on telegrams and cablegrams, three student activities (for the last of which an answer key is provided), and a posttest. The instructor's manual includes suggestions for administering the packet, a list of materials and equipment needed, keys to the pretest and posttest, and an overhead transparency. The materials are designed for self-paced individual instruction and may be adapted for use with large groups. (A separate booklet--CE 016 911--lists contents for the four packets in this set along with those in several other sets--seventy-eight packets in all--based on the same V-TECS catalog.) (JT)

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PERFORMING RECEPTIONIST ACTIVITIES SEND TELEGRAMS AND CABLEGRAMS

STUDENT'S MANUAL

Prepared by

Pam Harrison

These materials support
Performance Objective 70 of the
V-TECS Secretarial Catalog

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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CE 016 937

SENDING TELEGRAMS AND CABLEGRAMS

INTRODUCTION

You are secretary to the president of a large company. Your boss tells you to forward some important information to the Sales Manager who is attending a conference in Miami, Florida. The salesman cannot be reached by telephone and he needs the information your boss has as soon as possible. What do you do? You would send the information by telegram.

Telegrams are the fastest and safest way of assuring that the message arrives safely and on time. As a secretary you may be asked to send telegrams and cablegrams. In this module you will learn the correct procedures for sending telegrams and cablegrams.

ENTERING BEHAVIOR

The student should have completed at least one semester of typing. The student should have completed Performance Objective 69, Placing Telephone Calls.

OBJECTIVES

1. Given a case situation, the student will be able to type a telegram using correct procedure.
2. Given a case situation, the student will be able to type a cablegram using correct procedure.
3. Given several case situations, the student will be able to determine the best telegram method to use and tell why.

TURN THE PAGE AND TAKE THE PRETEST.

PRETEST

On a separate sheet of paper, answer each of the questions below. After completing the questions, ask your instructor to check your answers. Then proceed to the learning activities.

1. Have you completed at least one semester of typing?
2. Do you know how to operate an overhead projector?
3. Write the definition of a full-rate telegram. _____
4. Write the definition of an overnight telegram. _____
5. What is the difference between a telegram and cablegram? _____
6. What are the three types of cablegrams? _____

LEARNING ACTIVITIES

1. READ--Suggested reading from Business English or clerical procedures book.
2. READ--Student Activity Sheet I, Telegrams.
3. COMPLETE--Student Activity Sheet II, Telegram Messages.
4. COMPLETE--Student Activity Sheet III, Messages.
5. READ and COMPLETE--Student Activity Sheet IV, Cablegrams.
6. COMPLETE--Student Activity Sheet V, Sending Messages.
7. POST TEST

COMPLETE THE ACTIVITIES ABOVE IN THE ORDER IN WHICH THEY APPEAR.

STUDENT ACTIVITY SHEET I
TELEGRAMS

Telegrams are used widely because they are safe and fast. The busy executive can send a message by telegram and be assured of its arrival. There are two main types of telegrams—the full-rate telegram and the overnight telegram.

FULL-RATE TELEGRAM:

The full-rate telegram is used when speed is of the utmost importance or when the message is very urgent. It is the most frequently used because of the above two factors. When you send your message by full-rate telegram, it is relayed immediately if it is received during business hours. If your message is received after hours, it is delivered as soon as possible. There is a standard charge for a message containing fifteen (15) words or less and an additional small charge for each word over the fifteen (15) word mimimum.

OVERNIGHT TELEGRAM:

The overnight telegram is more economical than the full-rate telegram; however, it is slower. The overnight telegram is delivered the following day. Messages for next day delivery will be accepted until midnight. This type is usually used in sending progress reports or any message of great length. There is a standard charge for 100 words or less. There is an additional charge of 1 to 1½ cents per word over 100.

The cost of telegrams is computed on a "chargeable words" system. The charge is computed as follows:

(1) The date the message is sent and the word "To" are automatically included on the telegram and are not counted.

(2) The necessary addresses and one signature are free. (necessary address includes the name, address, and phone number of the addressee.

(3) Punctuation marks are free. Such words as stop, quote, period, and paragraph when spelled out and used instead of punctuation marks are counted as chargeable words.

(4) Groups of figures, symbols, letters, or mixed groups of figures, symbols, and letters are counted one word for each five when not separated by a space. If separated by a space, they are counted as a separate word. Example: 27A = 1 word; 27 A = 2 words.

(5) Each single letter, figure, or symbol separated by a space is counted as a separate word. Example: M + M = 3 words; M+M = 1 word.

(6) All dictionary words are counted as one word each.

Be sure you understand the difference between a full-rate telegram and an overnight telegram. Be sure you understand chargeable words. Obtain the one transparency from your teacher; and, using the overhead projector, study the blank telegram form. Notice the parts of the form. Next, place the filled in overlay over the blank form. See how the information is placed on the form.

TURN THE PAGE AND COMPLETE STUDENT ACTIVITY SHEET II, TELEGRAM MESSAGES.

STUDENT ACTIVITY SHEET II

TELEGRAM MESSAGES

Using the transparency as an example, type the following telephone messages on the forms provided by your teacher. You will need to type the telegram message in duplicate – one to carry to the Western Union office and one to keep in your files. Pads of telegram forms can be obtained free from any Western Union Office.

In typing the form, the following points should be helpful:

1. Western Union will fill in the first and third blocks at the top of the form. You are to fill in block two with collect if the message is to be sent that way or paid if the message is paid for in cash or charged to the employer's account. If it is charged, then type the employer's full business name in block four. Check the block at the top right if the message is to go as an overnight telegram; leave blank if it is to go full-rate.

2. In typing the name and address section, be accurate and complete. No charge is made for this section so include all the necessary information that will aid in locating the addressee quickly.

3. The next section of the form is the message section. The message should be double-spaced and typed in all caps or upper and lower-case letters. When you finish typing the message, then type the sender's name (signature) a double space below the message. If the sender's address is to be transmitted, type it on the line below the sender's name. All of this is typed within the message section.

4. The bottom section of the form is to filled in with the sender's telephone number, name and address. This section is for Western Union's use and will not be transmitted or charged.

MESSAGES:

1. March 16, 19?-/to: Ms. Angie C. Sloan/Sloan's Craft Cottage/203 Easy Street/Columbia, SC 29209/Phone (803) 747-3789/Order of Hardanger Cloth shipped today. Arrive Columbia three days/John Slone/Winds Mfg. Co./33 East Street/Charlotte, NC 44673/Phone (704) 366-9468.

2. April 15, 197-/to: Mr. Allen B. Smalls/Eastside Real Estate/ 32 Bee Avenue/ Columbia, SC 29201/(803) 747-3222/Arrive Wednesday, 4:30 p.m. Set up meeting with Ann Jones concerning Lease No. 37378/Joe Westmont/416 Lexington Ave/Atlanta, GA.

3. April 17, 197-/to: Anderson's Department Store/Foremont Plaza/Greenville, SC/(803) 333-9987/Patchwork Jeans not included in shipment #4768. Will follow in two weeks/Smith Jeans Co./Allenville Road/Ft. Worth, Texas/

TURN FORMS IN TO YOUR TEACHER TO BE GRADED.

COMPLETE STUDENT ACTIVITY SHEET III.

STUDENT ACTIVITY SHEET III

MESSAGES

There will be times when your messages will be so urgent that you will not have time to type a telegram and get it to the telegraph office. You will have to telephone your message to the telegraph office.

The telephoned message is typed on a half sheet of paper to be placed in your file. Study the message below:

TO: Albert C. Cargile
443 Senate Street
Charleston, SC

Telephone: (803) 223-3745

Date: May 23, 197-

MESSAGE:

Received your check and am processing immediately. Will ship goods tonight.

Susie's Shop

Susie's Shop
415 Bull Street
Greenwood, SC
(803) 774-5960

ON A HALF SHEET OF PAPER, TYPE THE FOLLOWING MESSAGES TO BE TELEPHONED.

1. December 15, 197-/ to: Mr. John Tinker/ Art's Department Store/ 4 Main Street/ Chicago, IL/ (450) 245-7890/ Back order of toy bears being shipped today. Should arrive Chicago two days/ Pam Hill/ 345 Tenth St/ New York, NY/ (406) 569-8547

2. January 3, 197-/ To: Ms. Cathy Hagil/ 444 Andrews Street/ Columbia, SC 29204/ (803) 773-4959/ Arrive tomorrow morning 3:30 a.m., Eastern #426/ Meet plane/ Bill Stanton/ 34 Glory Drive/ Atlanta, GA/ (604) 334-7589/

Turn finished forms in to your teacher to be graded.

COMPLETE STUDENT ACTIVITY SHEET IV ON NEXT PAGE.

STUDENT ACTIVITY SHEET IV

CABLEGRAMS

Your boss is in Rome on a business trip and needs some information quickly. You would send the information to your boss by cablegram.

Cablegrams are used when you need to send important information overseas. There are three (3) types of cablegrams.

FULL-RATE (FR)

The full-rate cablegram is the fastest and most expensive type of overseas service. It is sent and delivered as soon as possible. There is a minimum charge for a message of seven words or less.

CABLE LETTER (CL)

The cable letter is sent at night and delivered the following morning. There is a minimum charge for 22 words or less. The cable letter costs about one-half that of the full-rate cablegram.

SHIP RADIOGRAMS (SR)

Ship radiograms are messages sent to and from ships at sea. A minimum charge is made for a message of seven words or less.

The only free word in a cablegram is the destination country; therefore, you must choose your words carefully. Businesses with a foreign correspondent usually register a cable address consisting of one word and restrict its use to exchange of messages between themselves. This is known as a reversible address and saves the cost of repeating addresses. There is a small annual charge for registering cable addresses. You may also choose to code your message. One code word may mean several plain language words, but it must not contain more than five letters. For example, the statement "we are shipping the order today " could be covered by one code word, SOT.

Chargeable words are determined as follows:

1. Count each word in the address (except country of destination), text, and signature.

2. Count groups of figures, letters, or a mixture of them, at the rate of 5 characters per word. Examples: 45J6=1 word; 3874069LMNOP= 3 words.

3. Punctuation is counted as one word except when it is used in figure or letter groups, then it is counted as one character. Example: come home. = 3 words; 33.8 = one word

4. Symbols such as ¢, $, #, @ must be spelled out; otherwise they will not transmit.

5. Count each secret language (code) word at the rate of 5 characters per word.

Cablegrams are usually called into the telegraph office. They, like telegrams, are typed on a half sheet of paper to be placed in your file for reference.

ON A HALF SHEET OF PAPER, TYPE THE FOLLOWING CABLEGRAMS:

1. CDF/75 East St./New York, NY/10013/account no. 475/TO: TOP/ Rome/Italy/ Cancel shipment 34/Andy

2. FORT/3457 Bee St./New Orleans, LA/45789/account no 3457/TO: ROSE/ Paris/France/Send Tosey immediately/BUZZ

TURN IN TO YOUR TEACHER TO BE GRADED.

STUDENT ACTIVITY SHEET V

Sending Messages

Directions: Read the following messages and decide how each should be sent and how many chargeable words are contained in each. Write your answers on a separate sheet of paper. Turn the page and check your answers.

1. June 15, 1977/ To: Mr. Allen Johns/ 3365 Forte Street/ Denver, CO 33475/ phone (405) 775-8594/ Please send order as soon as possible. Needed Urgently/ Sam Smith/ 45 Battery Place/ Savannah, GA 34058/ (703)557-3756

2. DUBY/3 Sutton Place/Columbia, SC 9201/account number 37/TO APPLE/Rome/Italy/FLY home quickly/JEN

ANSWERS
TO
STUDENT ACTIVITY V

1. Full-rate telegram – 17 words

2. Full-rate cablegram – 17 words

POST TEST

DIRECTIONS: Read carefully the two messages that follow. On the forms provided by your teacher or on half sheets of paper, type these two messages, re-word if necessary, and decide on the best method of sending.

1.

August 11, 19--/ To: Ms. Cynthia Adams/ Lucas Real Estate, Inc./ 417 Savannah Highway/ Charleston, SC 29407/ Phone (803) 578-3800/ Progress Report–Three houses for sale, none of which suitable for our client Mr. Sims. One lot for sale, perfect for James Cary. Oceanfront with sandy beach. Thirteen townhomes for lease, Susie Jones should be advised about these. Please forward this information to clients/ Adam Barnes/ Seashell Inn/ Hilton Head Island, SC 29928/ (803)495-5578

2.

CSC/ 1341 Sudhop Row/ Charleston, SC 29403/ Account No. 37-412/ TO: SHOES/ Stockholm/ Sweeden/Send final shipment February 3/Alfred

TURN THESE TWO MESSAGES IN TO YOUR TEACHER FOR GRADING.

PERFORMING RECEPTIONIST ACTIVITIES
SEND TELEGRAMS AND CABLEGRAMS

INSTRUCTOR'S MANUAL

Prepared by

Pam Harrison

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TO THE TEACHER

This package on telegrams and cablegrams is designed to be used for the individual or entire class. It can be used alone or along with typing or clerical procedures for extra practice.

A blank telegram form is included if you'd like to duplicate the actual form for students to use in Student Activity II and the Post Test; or a pad of forms can be obtained free of charge from the Western Union office.

Student Activity Sheets II, III and IV are to be turned in to you for grading. It is left up to your discretion as to how they should be graded. Keys for the Pretest and Post Test are included in your manual.

A transparency is provided for your use in teaching Student Activity II – Telegram Messages.

Time

This package takes the average student two 50 minute class periods to complete. The time will vary for the slower student.

Materials

1 overhead projector
1 typewriter
1 telephone (if you want students to pretend calling in telegrams and cablegrams)
Several sheets of typing paper (half sheets)
Several telegram forms (to be duplicated by you or obtained from the Western Union office)

western union

Telegram

NO. WDS. – CL. OF SVC.	PD. OR COLL.	CASH NO.	CHARGE TO THE ACCOUNT OF	☐ OVER NIGHT TELEGRAM UNLESS BOX ABOVE IS CHECKED THIS MESSAGE WILL BE SENT AS A TELEGRAM

Send the following message, subject to the terms on back hereof, which are hereby agreed to

19

TO

CARE OF
OR APT. NO.

STREET & NO.

TELEPHONE

CITY & STATE

ZIP CODE

SENDER'S TEL. NO.

NAME & ADDRESS

WU 1207 (R 5-69)

KEY TO PRETEST

1. Yes

2. Yes
   If you answered no to either question 1 or 2, check with your teacher at this point.

3. Used when speed is important.
   Most expensive, flat rate for 15 words or less.

4. More economical. Delivered the next day, flat rate for 100 words or less.

5. Telegram is used in the U.S., Canada, and surrounding areas; cablegram is used in sending overseas messages.

6. Full-rate, ship radiograms, cable letters.

KEY
TO
POST TEST

1. Full-rate telegram

western union **Telegram**

NO. WDS. – CL. OF SVC.	PD. OR COLL.	CASH NO.	CHARGE TO THE ACCOUNT OF	☐ OVER NIGHT TELEGRAM UNLESS BOX ABOVE IS CHECKED THIS MESSAGE WILL BE SENT AS A TELEGRAM
	PD.		Adam Barnes	

Send the following message, subject to the terms on back hereof, which are hereby agreed to

August 11 19--

TO Ms. Cynthia Adams

CARE OF OR APT. NO.

STREET & NO. Lucas Real Estate, Inc., 417 Savannah Hwy.

TELEPHONE (803) 578-3800

CITY & STATE Charleston, SC

ZIP CODE 29407

Progress Report. Three houses for sale; none for Sims. One oceanfront lot for Cary. Thirteen townhouses for lease; advise Susie Jones. Forward information to clients.

Adam Barnes

SENDER'S TEL. NO. (803) 495-5578

NAME & ADDRESS Adam Barnes, Seashell Inn
Hilton Head Island, SC 29928

WU 1207 (R 5-69)

KEY
TO
POST TEST

2. **Full-rate cablegram**

TO: SHOES DATE: Current

CITY AND STATE: Stockholm, Sweeden

Send final shipment 2/3

Alfred

CSC
1341 Sudhop Row
Charleston, SC 29403

Account No. 37-412

TELEGRAM

WESTERN UNION

TELEGRAM

NO. WDS.	—cl. of SVC.	PD. OR COLL.	CASH NO.	CHARGE TO ACCOUNT OF	☐ OVER NIGHT TELEGRAM UNLESS BOX ABOVE IS CHECKED, MESSAGE SENT AS TELEGRAM

TO

DATE

STREET & NO.

TELEPHONE

CITY AND STATE

ZIP CODE

SENDER'S TEL. NO.

NAME & ADDRESS

TRANSPARENCY 1

All Mfg. Co.
P. O. Box 33
Columbia, SC

Lee's

456 Mall Drive

Dallas, TX

Current date

(743) 884-5876

33157

Order shipped Friday. Should arrive Dallas Wednesday.